



# MyWisconsin ID - Initiating a password recovery

How to initiate password recovery for a MyWisconsin ID account using email

## 1 User Needs to Recover Password

From the sign-in page, enter your MyWisconsin ID username and select "Next"

Enter your MyWisconsin ID username

Select "Next"

## 2 Initiate Password Reset

Select the "Forgot Password?" link

Select the "Forgot password?" link

## 3 Email Sent for Password Reset

Click "Select" on the "Email" option

Check your email for the Reset Password link and code

## 4 Password Reset Options

An email will be sent with a link and a code

You will have two options for recovering your password: clicking a link provided in the email or entering a code provided in the email

## 5 Email Received

Email received with the password reset link and code

Click the "Reset MyWisconsin ID Password" button in the email and Go To Step 6

-OR-

To use a code, Go To Step 6

## 6 Verify Sign In Notification (link)

Select "Yes, it's me".

Select "the "Yes, it's me" button

Go To Step 8



# MyWisconsin ID - Initiating a password recovery

## 7 Verify Sign In Notification (code)

Enter code provided in email

Select "Enter a code from email instead" in Step 4. Enter the code provided in the email and click the "Verify" button

## 8 Complete MFA verification

Pick one of your enrolled MFA methods and click "Select"

To change your password, you will need to complete an MFA verification. Select one of your MFA methods and complete the MFA verification

## 9 Enter New Password

Enter and verify your new password and click the "Reset Password" button

Enter a new password in the "New password" and "Re-enter password" boxes, and click the "Reset Password" button

## 10 Password Change Confirmation

You will receive confirmation that your password has been updated

You have now successfully updated your password

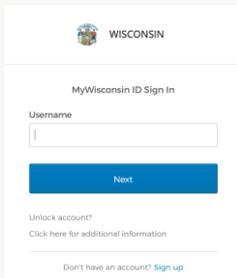


# MyWisconsin ID - Unlocking your account

How to unlock your MyWisconsin ID account using email

## 1 User Needs to Unlock Account

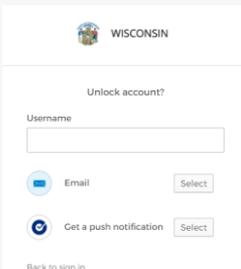
From the sign-in page, select “Unlock account?” link



To unlock your account, click the “Unlock account?” link

## 2 Initiate Account Unlock (Email)

Enter your MyWisconsin ID username and click “Select” on the “Email” option

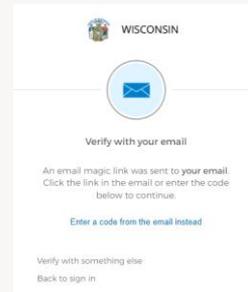


Enter your MyWisconsin ID username.

Click “Select” on the Email option

## 3 Account Unlocked Notification

Email sent notification on the screen.



Check your email for the Unlock Account link

## 4 Email Received

Email received with the unlock link



Click the “Unlock MyWisconsin ID Account” button in the email

## 5 Verify Sign In Notification

Select “Yes, it’s me”



Select “the “Yes, it’s me” button

## 6 Complete MFA Verification

You will be directed to complete MFA verification to complete your account unlock



A new window will open to complete a MFA verification



## 7 Complete MFA Verification

Pick one of your enrolled MFA methods and click “Select”

WISCONSIN

Verify it's you with a security method

Select from the following options

Enter a code

Get a push notification

Phone  
+1 XXX XXX 3056

Security Key or  
Biometric Authenticator

[Back to sign in](#)

*To unlock your account, you will need to complete an MFA verification. Select one of your MFA methods and complete the MFA verification*

## 8 Account Unlock Verification

You will receive confirmed that your account has been unlocked.

WISCONSIN

Account successfully unlocked!

You can log in using your existing username and password.

[Back to sign in](#)

*You have now successfully unlocked your account*

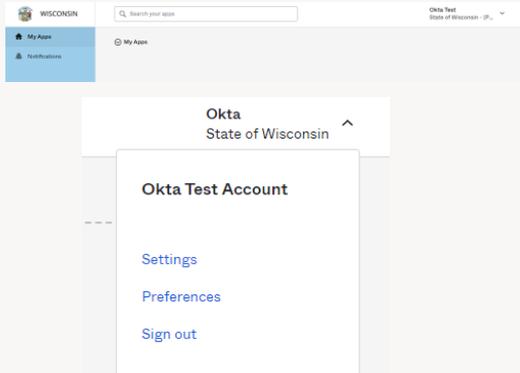


# MyWisconsin ID – Changing your password

How to change your MyWisconsin ID password

## 1 Log in to change your password

To change your MyWisconsin ID account password, log in to your MyWisconsin ID account. Click on your username in the menu, and select “Settings”



## 2 Enter a new password

Enter your existing password, then enter the new password following the requirements on the screen

*Enter your current password in the “Current Password” box.  
Enter your new password in the “New password” and “Confirm new password” boxes, then select “Change Password”*

## 3 Password Change Notification

A “Password Changed” confirmation message will display on the screen